

May 9, 2012

To the Disability Management Institute Team:

As the safety manager for Canstar Restorations I would like to thank you for your approach to the injury management of our safety program.

Your thorough honest approach to our program is I feel quite unique. You are able to treat all levels of Canstar's injury claim process with professionalism . For example:

- 1.You care about the **injured worker** and communicate with them as quickly as you are able and let the worker have a say in his own care and rehabilitation.
- 2.Your communication with the injured worker's **doctor**, WorkSafeBC **case worker** and the worker's **manager** is critical to seeing how to get the worker back to work as quickly as possible.
3. You staff uses my **safety department** to be the eyes and ears of the injured worker and his dispatch and supervisors on site once the 'back to work' plan is generated.
4. You provide a yearly experience rating and personally come and sit in on the **safety committee** team and define the strengths, weaknesses and trends of our injury program. This provides the tools the company needs to improve our systems.

Of course, I have noticed that by such diligence on your staff's part the worker is back to work sooner and in turn this means monetary savings for all parties involved, let alone the human emotional savings.

WorkSafeBC has mandated an external auditor for Canstar's injury management program. The auditor has come to your offices and also spoken personally to many injured workers that have been helped by 'DMI'. The auditor provided an A+ to your program. This in turn qualified Canstar Restorations to maintain a "COR"(Certificate of Recognition)certification. We now qualify for industry rebates.

Canstar Restorations and the safety department want to thank you for helping us live up to the third credo of our mission statement: "No job is so important so as to neglect safety!"

Sincerely,

Robby Todosichuk

Safety Manager

Canstar Restorations